



Investigation and Resolution Office

HOW THE KCIRO PROCESS WORKS

A typical workplace investigation can be highly disruptive to everyone in the department. KCIRO seeks to minimize the disruption to the workplace, help the parties maintain a positive working relationship, and reduce the time, cost, and anxiety of resolving a complaint.

These options include:

- 1) **Mediation.** Mediation is a confidential conversation with a neutral professional. S/he can help the parties reach an agreement. **Benefits of mediation:**
 - **High success rate.** Professional mediators help resolve disagreements about 80% of the time.
 - **Problems are dealt with quickly.** Mediation can typically be scheduled within 2-3 weeks and resolved in about 4-6 hours, on average.
 - **Significant cost savings.** Mediation is free, as compared to the high cost of arbitration or litigation.
 - **Confidentiality.** State law ensures that mediation is kept confidential.
 - **Variety of Mediators.** The mediators come from a wide variety of backgrounds and experience, so the mediation program will likely be able to provide gender, ethnic, cultural and other matches when appropriate.
 - **Control.** The parties can resolve the problem themselves with the assistance of the mediators, rather than having a judge decide it for them.
- 2) **Resolution:** If the parties do not agree to mediation, or are unable to resolve their concerns there, KCIRO may attempt resolution. Resolution is a matter of working with both sides toward an agreement. Like mediation, this is an opportunity to resolve issues without the negative impacts of a full investigation. **Benefits of resolution:**

- **Problems are dealt with quickly.** The parties can discuss resolution at any time, and it can take place in person, or via email or phone call.
- **Significant cost savings.** It costs nothing to discuss resolution options with the KCIRO investigator.
- **Confidentiality.** The parties can draft an agreement that is limited only to those who need to know.
- **Control.** The parties can resolve the problem themselves with the KCIRO investigator's assistance, rather than having a judge or some other official decide it for them.
- **Minimizes disruption** to the workplace, since the parties are likely the only ones involved in the conversations with the investigator.

3) **Investigation:** as described above, an investigation is a deep look into the complaint that has been raised. **Benefits of an investigation:**

- **Sometimes a complaint isn't appropriate for mediation or resolution.** Perhaps there is a serious department issue, and an investigation is the only practical option.
- **The investigator does not take sides,** and has no vested interest in the outcome.
- **The investigator will give feedback** to the department leaders and Human Resources about the investigation's findings.